The Dispute Resolution Center of West Michigan Offers SCAO-Approved 40-hour

General Civil Mediator Training April 29-May I, and May 13-15, 2020

8:30 a.m. – 4:30 p.m.* \$775 RVC Offices Conference Room 678 Front Ave., NW Grand Rapids, MI

Lead Trainer: Anne Bachle Fifer

Gain the knowledge and skills to become a trained mediator. Fulfill the training requirement to become a Michigan court rostered mediator. Discover techniques you can apply to resolve conflict professionally and personally.

Learn how to:

- Listen effectively
- Ask the right kinds of questions
- Deal with difficult behavior
- Help parties get beyond impasse to achieve satisfying resolutions

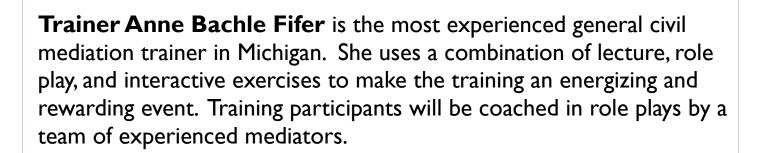
Register Here



Questions? Contact Us

Chris Gilman 616.774.0121 x 101 cgilman@drcwm.org www.drcwm.org

* Must attend all 40 hours to receive a training certificate, last day 8:30—1:30



What past participants have said:

"The 40-hour mediation training was an excellent program, not just in preparation to become an approved mediator, but in everyday application. This well-executed program can develop a professional at many levels, even those advanced in their careers."

Jill Mulder, J.D., LI.M., EVP & Counsel

"The program was very well designed and presented; the instruction from Ms. Bachle Fifer and her guest speakers was excellent."

Wayne D. Roberts, Partner, Varnum, LLP

"Anne's preparation, passion and confidence was extremely helpful in building understanding and confidence in me."

Terry Heiss, Grand Rapids Attorney